

Children with Special Health Care Needs

Core CAHPS Questions

Composite

Getting Care that is Needed

This chart summarizes the responses to survey questions 7, 14, 28, and 29 contained in the composite, "Getting Care that is Needed." Individual question-level responses immediately follow.

Washington average - 7
Healthy Options plans (n=2586)

11%

17%

72%

Aetna US Healthcare
of Washington (n=254)

★

17%

24%

59%

Columbia United Providers
(n=267)

★★

17%

15%

68%

Formerly Clark United Providers

Community Health Plan
of Washington (n=291)

★★

18%

18%

64%

Group Health
(n=471)

★★

7%

17%

74%

Molina Healthcare of
Washington, Inc. (n=535)

★★

13%

18%

68%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=237)

★★★

6%

11%

83%

Premiera Blue Cross
(n=531)

★★

9%

19%

72%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.

A big problem

A small
problem

Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Children with Special Health Care Needs

Core CAHPS Questions

Question 7

HEALTHY
OPTIONS

Getting Care that is Needed

Q7. "With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"

Washington average - 7
Healthy Options plans (n=1133)

16%

22%

62%

Aetna US Healthcare
of Washington (n=123)

★★

25%

23%

52%

Columbia United Providers
(n=129)

★★

23%

22%

55%

Formerly Clark United Providers

Community Health Plan
of Washington (n=129)

★★

17%

28%

55%

Group Health
(n=234)

★★

29%

60%

Molina Healthcare of
Washington, Inc. (n=210)

★★

12%

25%

60%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=69)

Scores with fewer than 85 responses are not displayed.

Premera Blue Cross
(n=239)

★★

16%

18%

66%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.

A big problem

A small
problem

Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Children with Special Health Care Needs**Core CAHPS Questions****Question 14****Getting Care that is Needed**

Q14. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?"

Washington average - 7
Healthy Options plans (n=1216)

17%

19%

65%

Aetna US Healthcare
of Washington (n=117)

★

27%

30%

43%

Columbia United Providers
(n=113)

★★

27%

12%

61%

Formerly Clark United Providers

Community Health Plan
of Washington (n=133)

★★

34%

10%

56%

Group Health
(n=214)

★★

15%

17%

67%

Molina Healthcare of
Washington, Inc. (n=267)

★★

21%

20%

59%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=116)

★★★

15%

81%

Premiera Blue Cross
(n=256)

★★

10%

30%

60%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.

A big problem

A small
problem

Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Children with Special Health Care Needs

Core CAHPS Questions

Question 28

HEALTHY
OPTIONS

Getting Care that is Needed

Q28. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"

Washington average - 7
Healthy Options plans (n=2402)

6% 13% 80%

Aetna US Healthcare
of Washington (n=227)

★★

8% 19% 73%

Columbia United Providers
(n=241)

★★

10% 13% 77%

Formerly Clark United Providers

Community Health Plan
of Washington (n=267)

★★

8% 21% 70%

Group Health
(n=433)

★★

11% 84%

Molina Healthcare of
Washington, Inc. (n=508)

★★

7% 14% 79%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=228)

★★★

11% 85%

Premiera Blue Cross
(n=498)

★★

10% 84%

★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.

A big problem	A small problem	Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Children with Special Health Care Needs**Core CAHPS Questions****Question 29****Getting Care that is Needed**

Q29. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for an approval from your child's health plan?"

Washington average - 7
Healthy Options plans (n=2392)

7%

13%

80%

Aetna US Healthcare
of Washington (n=226)

★★

7%

23%

70%

Columbia United Providers
(n=236)

★★

10%

13%

77%

Formerly Clark United Providers

Community Health Plan
of Washington (n=267)

★★

13%

13%

74%

Group Health
(n=431)

★★★

10%

85%

Molina Healthcare of
Washington, Inc. (n=508)

★★

13%

14%

73%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=227)

★★★

8%

88%

Premiera Blue Cross
(n=497)

★★

17%

79%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.



A big problem

A small
problem

Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)